

CIPA and Your Library 2003

Part II – Filtering

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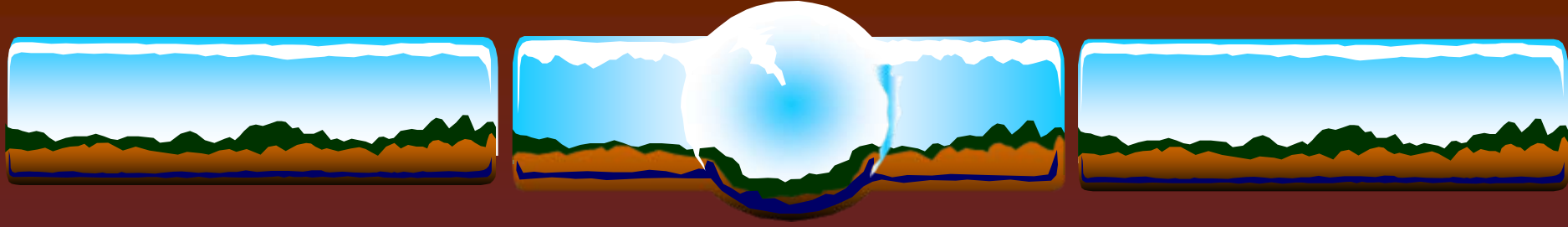
With thanks to:

- ❖ Bob Bocher
- ❖ Karen Schneider
- ❖ Lori Ayre & Infopeople
- ❖ Schools & Libraries Division

THANK YOU



For doing all the work to make this
presentation possible

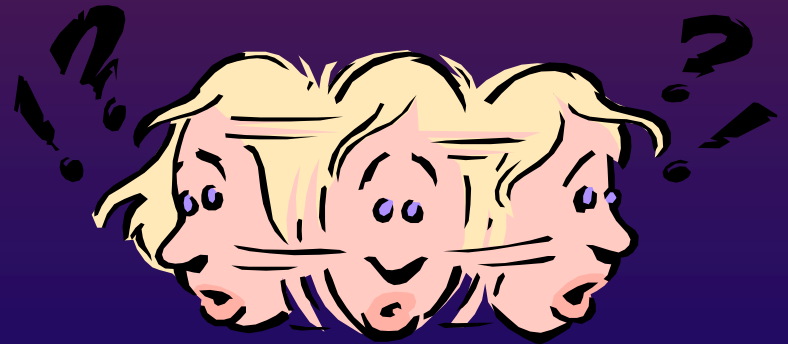


To Filter or Not to Filter That is the Question

Or is it?

How about why?

Or how?



Why Filter?

To comply with
Children's
Internet
Protection Act
(CIPA)
requirements for
E-Rate discounts



Why Filter?

- ❖ Board/local pressure
 - ❖ To protect children from dangerous aspects of the Internet
 - ❖ To protect patrons from undesirable aspects of the Internet





Steps to Take in Deciding

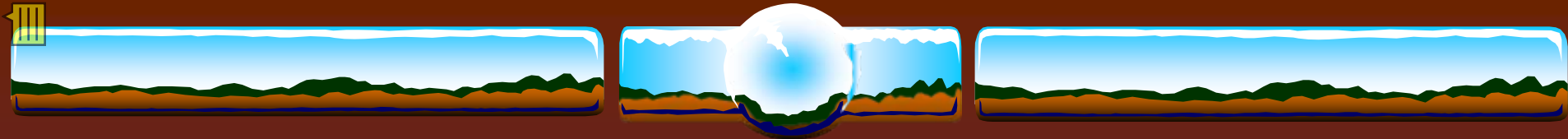
- ❖ Meet with interested parties
 - ❖ Is there currently a problem in the library?
 - ❖ Or are we anticipating problems? Monitor usage?
- ❖ Look at alternatives to filtering
 - ❖ Internet Use Policies
 - ❖ Parent/child/library agreements
 - ❖ Education – internet use/safety
 - ❖ Privacy screens, recessed monitors, etc.



Monitoring Internet Usage

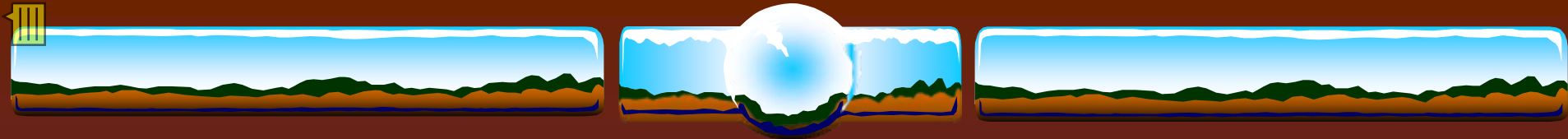
- ❖ What are some of the possible issues associated with monitoring internet usage in a library?





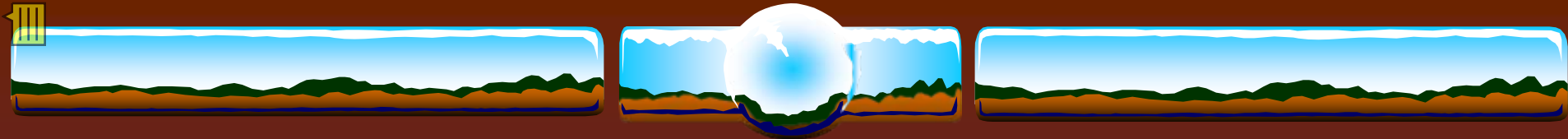
How Do Filters Work?

- ❖ Client (e.g., Cybersitter, CyberPatrol)
 - ❖ Installed on individual PCs
 - ❖ Can interfere with other software
 - ❖ Each station must be updated regularly
 - ❖ Least reliable in terms of overblocking and underblocking
 - ❖ Least expensive (roughly \$10 - \$40 per PC)



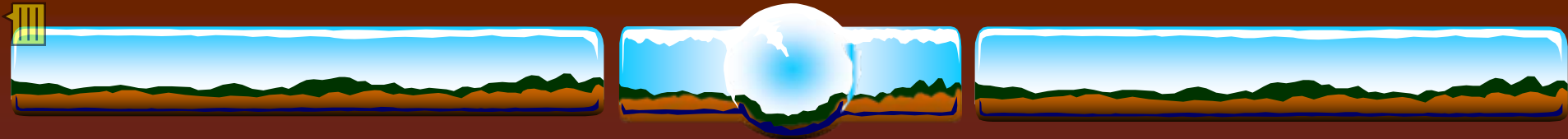
How Do Filters Work?

- ❖ Server (e.g., SurfControl, N2H2 Bess)
 - ❖ Can run on existing server or sometimes on server supplied by vendor
 - ❖ Central installation and management
 - ❖ More reliable than client software
 - ❖ Cost effective in large numbers
 - ❖ Provides most features and configuration options
 - ❖ Costs include server and min. 50 licenses (\$1,000+ per year)



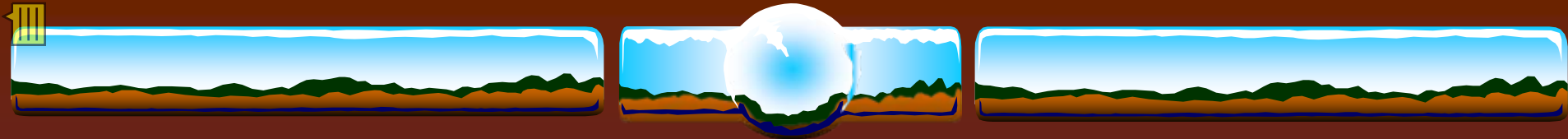
How Do Filters Work?

- ❖ Remote Proxy (software on vendor's or ISP's server — e.g., Blackfoot Communications' Websense)
 - ❖ Centralized management
 - ❖ Cost effective for smaller schools and libraries that do not maintain own software and do not want to maintain software on each PC
 - ❖ BUT few options if any for local configuration and control
 - ❖ Usually offers ability to configure per machine or per user (i.e., different options for children and adults or for patrons and staff)



How Do Filters Work?

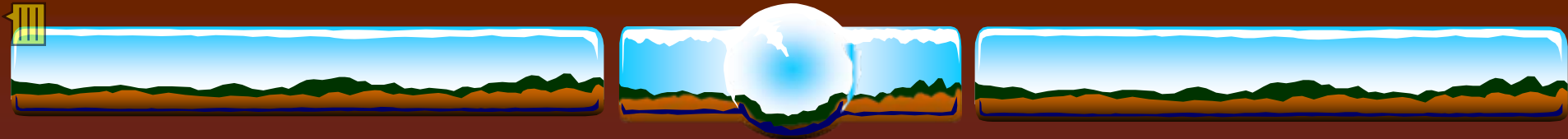
- ❖ Appliance (e.g., SonicWall, Watch Guard)
 - ❖ Filtering software on appliance designed for another purpose, e.g., firewall
 - ❖ Shares many of the customization and ease of use features of server-based software at much lower cost
 - ❖ Smaller numbers of licenses available
 - ❖ Costs include box (\$500+) and annual filtering subscription fees (based on PCs - \$75/5 and up)



How Do Filters Work?

❖ Keyword Blocking

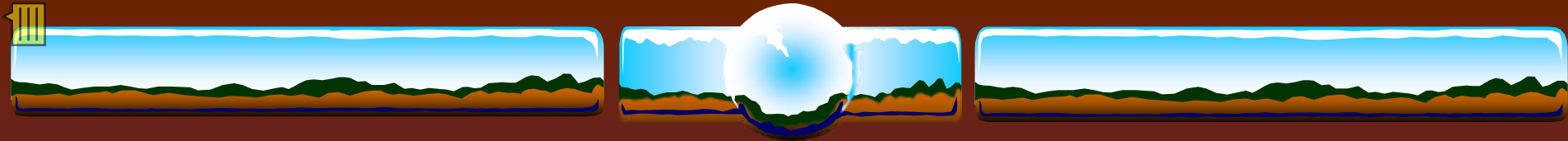
- ❖ Matches web pages against list of keywords
- ❖ Easiest, least expensive, most inaccurate
- ❖ Stories of blocked sites about cooking chicken breasts or Mars Exploration refer to keyword blocking
- ❖ Many libraries disable keyword blocking because of tendency to overblock



How Do Filters Work?

❖ Site Blocking

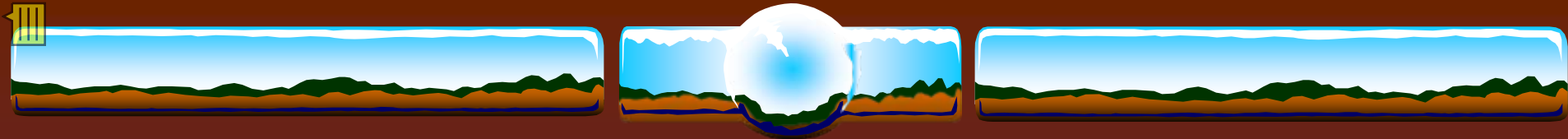
- ❖ Matches web pages against list of predetermined sites
- ❖ Most were created in part or entirely by human review – now there are also Google-style determinations made on-the-fly
- ❖ Most filtering stoplists are not available for review - you only know a site is blocked when you can't access it
- ❖ Some software allows password override
- ❖ Essential that software be continually updated



Filtering Categories

Cerebrian from SonicWall

- ❖ Adult/Mature Content/Pornography
- ❖ Sex Education
- ❖ Intimate Apparel/Swimsuit
- ❖ Nudism
- ❖ Alcohol/Tobacco
- ❖ Criminal Skills/Illegal Skills



Filtering Categories

Cerebrian (cont.)

- ❖ Drugs/Illegal Drugs
- ❖ Gambling
- ❖ Hate/Racism
- ❖ Violence
- ❖ Weapons
- ❖ Cult/Occult



Examples of Blocked Sites

Consumer Reports

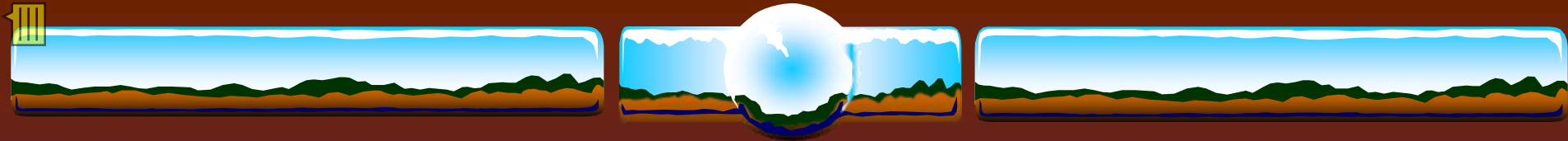
- ❖ **Citizens Committee for the Right to Keep and Bear Arms** - A site lobbying for gun-owners' rights. Blocked by AOL Young Teen, *Cybersitter 2000*, *Norton Internet Security 2001*.
- ❖ **Lesbian.org** - A guide to lesbian politics, art, and culture. Blocked by AOL Young Teen, *Cybersitter 2000*, *Cyber Patrol*.
- ❖ **National Institute on Drug Abuse** - A drug information site run by the National Institutes of Health. Blocked by *Norton Internet Security 2001*, *Internet Guard Dog*.



More Examples of Blocked Sites

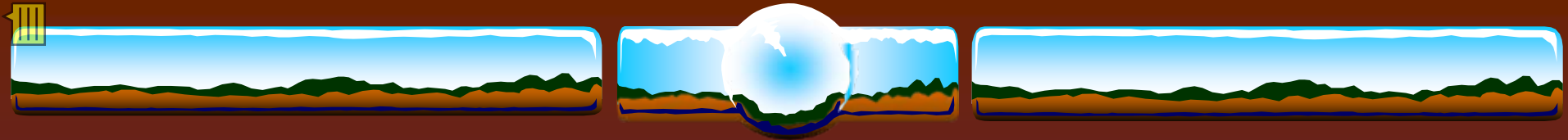
Consumer Reports

- ❖ **Southern Poverty Law Center** - A nonprofit anti-discrimination law center. Blocked by AOL Young Teen, *Cybersitter 2000*.
- ❖ **Sex, Etc.** - Rutgers University's educational site written by teens for teens. Blocked by AOL Young Teen, *Net Nanny*, *Internet Guard Dog*.



Filtering Product Features

- ❖ Overblocking vs. underblocking
- ❖ Vendor-Supplied Stoplist
- ❖ Viewable Stoplist
- ❖ Add to or Remove Sites from Stoplist
- ❖ Automated Stoplist Download
- ❖ Frequency of Stoplist Update



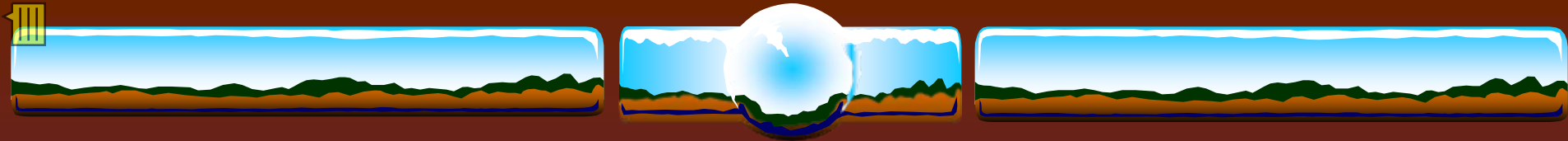
Filtering Product Features

- ❖ Support Third-Party Lists
- ❖ Keyword Filtering
- ❖ Can Disable Keyword Filtering
- ❖ Block to File Level
- ❖ Block by Protocol



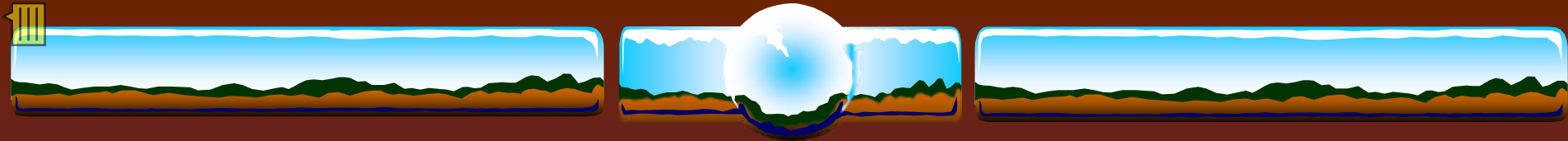
Filtering Product Features

- ❖ Block by IP of workstation
- ❖ Can Talk to ILS Patron Database
- ❖ Support Barcode Entry
- ❖ Host Name Resolves to IP Address
- ❖ Can Disable on Request
 - ❖ Supreme Court decision presumes filters can be disabled for adult use.



Filtering Product Features

- ❖ Support Multi-Choice Login
- ❖ Vendor-Defined Categories
- ❖ Warn vs. Block
- ❖ Monitor vs. Block



Filtering Product Features

- ❖ Customizable Message Screen
- ❖ Password Override
- ❖ Remote Administration
- ❖ Report and Logging Capabilities



Evaluating Filters





Planning to Purchase a Filter?

Week 1

❖ Identify Operating Environment

- ❖ Determine what you can use and what you can live with.
- ❖ Whatever you buy must work with existing hardware, software and staff.

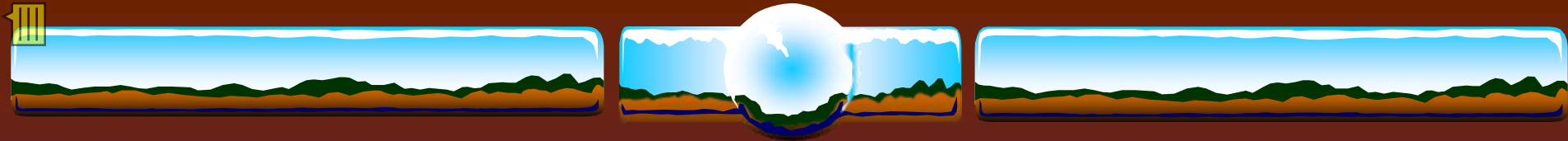


Planning to Purchase a Filter?

Week 2

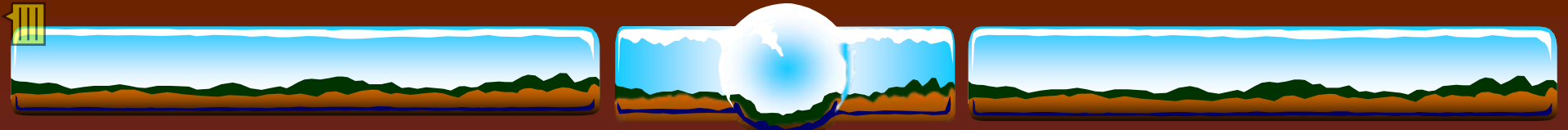
- ❖ Needs Assessment:

- ❖ What do you want the filter to do?
- ❖ Determine why you're buying a filter, so you'll know what to buy.
- ❖ CIPA compliance requires blocking of:
 - ❖ Obscenity, child pornography for everyone
 - ❖ Materials deemed harmful to minors for minors



Planning to Purchase a Filter? Weeks 3 & 4

- ❖ Identify Current Products
 - ❖ Visit web sites
 - ❖ Talk with colleagues
 - ❖ Post questions to email discussion lists
- ❖ Contact Potential Vendors
 - ❖ E-mail or call vendors to ask about trials



Some Filters Currently in Use in Montana Schools & Libraries

- ❖ Blackfoot Communications – Websense
- ❖ Web Inspector
- ❖ Sonic Wall – Cerebrian
- ❖ Cybersitter
- ❖ Watch Guard – CyberPatrol
- ❖ N2H2 Bess



Planning to Purchase a Filter?

Week 5

❖ Design Filter Tests

- ❖ Meet with staff to discuss possible information needs which might be blocked by filter.
- ❖ Assign one or more people to come up with questions/websites which can be used to test filters.
- ❖ Or at least use existing test questions, e.g., from TIFAP or Infopeople



Planning to Purchase a Filter?

Weeks 6 & 7

❖ Test Filters

- ❖ Make sure this is going on when there are people around to test filters.
- ❖ Involve staff, library board, teachers, etc.
- ❖ Document results



Planning to Purchase a Filter?

Weeks 8 & 9

❖ Make Decision

- ❖ Meet with your decision makers
- ❖ Is the vendor's contract consistent with your policies and laws?
- ❖ Can you configure the filter so it's consistent with your Internet access and privacy policies and laws?



Planning to Purchase a Filter?

Weeks 8 & 9

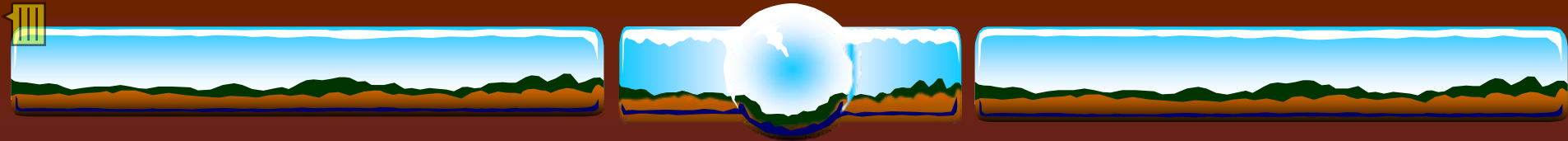
- ❖ Does the filter work well with your current network (i.e., operating system and network support capabilities)?
- ❖ Compared to similar products, how well does the filter block the types of content you intend to block while providing access to resources you intend to make available?
- ❖ Wheel and deal with vendors

Planning to Purchase a Filter?

Week 10

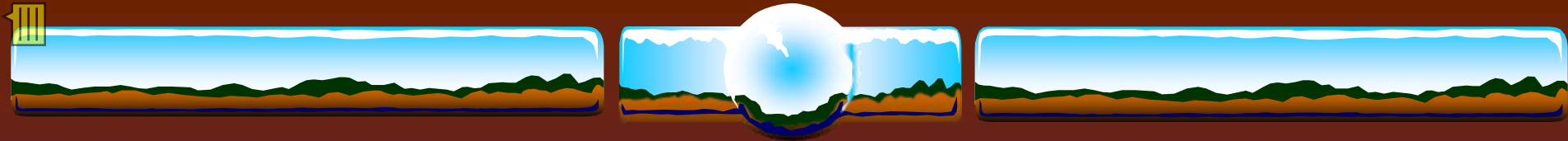


- ❖ Begin Deployment
- ❖ The fun is only just beginning!



Costs of Filtering

- ❖ Base software price
 - ❖ Include all users and workstations
- ❖ List subscription price, if separate
 - ❖ Length of subscription and frequency of updates are key



Costs of Filtering

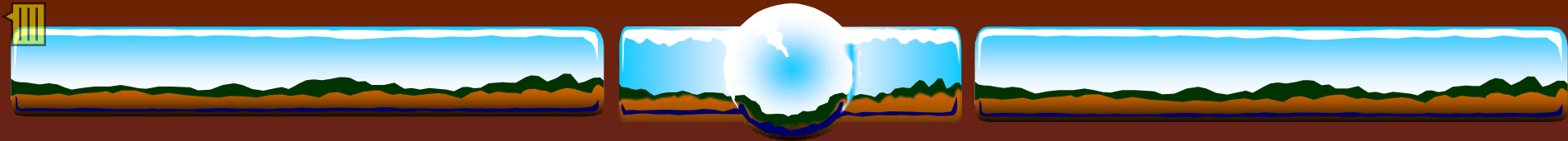
- ❖ Technical support
 - ❖ How many hours per week?
 - ❖ Response time?
 - ❖ Who can call in questions?
 - ❖ How long is period of support
 - ❖ Extra purchase or included in software/subscription price?
 - ❖ Training?



Costs of Filtering

❖ Warranty

- ❖ What does it cover?
- ❖ How long is it for?
- ❖ What if you have persistent problems which cause you to remove the program?



Costs of Filtering

Other Considerations

❖ Privacy

- ❖ Many filters have capability to gather detailed information about Internet use
- ❖ USA PATRIOT ACT
- ❖ Consider whether or not this puts you in violation of the Montana Library Records Confidentiality Act, particularly if records are stored off-site on vendor's server

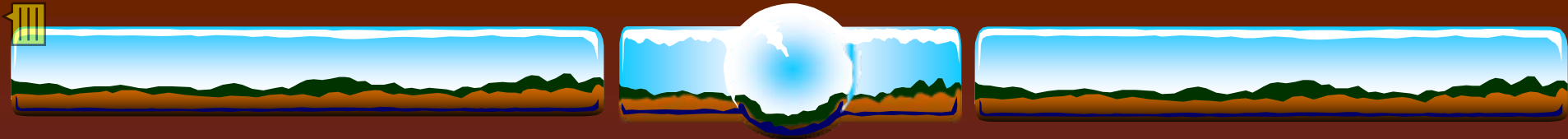


Costs of Filtering

Other Considerations

❖ Intellectual Freedom

- ❖ ALA Position on Filtering "RESOLVED, that the American Library Association affirms that the use of filtering software by libraries to block access to constitutionally protected speech violates the Library Bill of Rights."
- ❖ Use of any filters in libraries should be designed to ensure that patrons have access for any LAWFUL purpose to an entirely unfiltered Internet, without restraint.



Key Questions for Planning How to Manage Internet Use

- ❖ What is it you are trying to accomplish?
- ❖ What intellectual freedom principles do you want to support?
- ❖ What information should be provided to the patron about the filter?
- ❖ Which tools will meet your needs?
- ❖ Which tools match the risk level that your board is willing to accept?



Additional Resources

- ❖ PLA Technotes – Meeting CIPA Requirements with Technology

<http://www.ala.org/ala/pla/plapubs/technotes/internetfiltering.cfm>

- ❖ Library Filtering Introduction from Infopeople

<http://infopeople.org/resources/filtering/>



Additional Resources

- ❖ ALA on Filters and Filtering

<http://www.ala.org/ala/oif/ifissues/filtersfiltering.htm>

- ❖ Colorado State Library's Filtering Clearinghouse

<http://www.aclin.org/filtering/>

- ❖ Library Software Filters – The Galecia Group

<http://libraryfiltering.org/>